



King County
LAN ADMINISTRATOR - SENIOR
DEPARTMENT OF EXECUTIVE SERVICES
FINANCE AND BUSINESS OPERATIONS DIVISION
WEB SERVICES SECTION

Annual Salary Range: \$57,657- \$73,084

Job Announcement: 05TS5648TLT

OPEN: 11/30/05 CLOSE: 12/14/05

WHO MAY APPLY: This term-limited temporary (TLT) fully benefited position is open to all qualified King County career service employees who are members of Teamsters Local 17 IT Employees bargaining unit and the general public. This position is expected to last approximately 12 – 13 months. First consideration will be given to bargaining unit members.

WHERE TO APPLY: Required forms and materials **must** be sent to: **Finance & Business Operations Division, Attention.: Jemima deVera, M.S. EXC-ES-0720, Exchange Building, 7th Floor, 821 Second Ave, Seattle, WA 98104-1598.** Email applications are encouraged at HR.FBOD@metrokc.gov. Application materials must be received by 4:30 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) **PLEASE NOTE:** Applications not received at the location specified above and those that are not complete may not be processed.

FORMS AND MATERIALS REQUIRED: A [King County application form and data sheet](http://www.metrokc.gov/ohrm/jobs/JobApplications.htm), resume, a written response to the supplemental questionnaire on this announcement and letter of interest detailing your background and describing how you meet or exceed the requirements. Application forms may be found at: <http://www.metrokc.gov/ohrm/jobs/JobApplications.htm>.

WORK LOCATION: Exchange Building, 7th Floor, 821 Second Ave Seattle, WA 98104

WORK SCHEDULE: This position is exempt from the provisions of the Fair Labor Standards Act, and is not overtime eligible. This position is paid on a bi-weekly schedule, every other Thursday, comprising a 40-hour workweek; normally Monday through Friday, 8:00 a.m – 5:00 p.m. May be required to work extended and/or flex scheduled work hours to respond to service needs.

PRIMARY JOB DUTIES INCLUDE: The job functions of this position include performing senior level information systems, personal computer and local area network responsibilities to meet the needs of clients. The responsibilities of this advanced, senior level job include designing, developing and maintaining LANs and a wide variety of complex technical systems. The job is responsible for complex LAN, server, and IT systems issues, including decision-making about systems and design. Primary responsibilities for are network design, optimizing systems performance, business coordination, determining major changes, upgrades and designs for assigned LANs. Job function carries the ultimate responsibility for resolution of the work area's LAN/WAN connectivity problems and a broad range of related work area IT systems, including systems unique to the work area. Routinely serve as technical and/or project lead.

Responsibilities include providing coordination and a broad scope of design, analysis and maintenance tasks and the resolution of end-user problems. Desktop solutions include the installation, upgrade, support of microcomputer hardware and software and server/network (Local Area Network) problem identification and resolution. Large-scale workstation and image deployment, anti-virus maintenance and application scripting are essential functions in this position.

- ❑ Resolve problems for end users locally and remotely; maintain end user hardware and software; as needed direct others in supporting end users.
- ❑ Resolve hardware and software problems on a variety of desktop and server systems.
- ❑ Utilize knowledge in current computer operating systems: Windows 9x, Windows NT, Windows 2000, Windows XP, Unix, Linux, and other software as required for user's desktop support (MS Office and other).
- ❑ Serve as a senior LAN Administrator to identify, design, implement and plan network, hardware and software needs.
- ❑ Design networks, optimize LAN performance and resolve connectivity issues, including LAN/WAN connectivity issues; refer router configuration concerns to central IT.
- ❑ Develop server configuration standards for assigned servers.
- ❑ Oversee or coordinate contact with other groups and outside agencies to provide IT services; oversee on-going or major consultant contracts for IT services.
- ❑ Purchase and install hardware and software in accordance with County standards.
- ❑ Coordinate LAN design with central IT. Collaborate with central ITS in strategic technical direction and desktop support.
- ❑ Train/advise other technical staff; act as coordinator or lead on specific projects.
- ❑ Formulate work area's IT policies and procedures. Assure compliance with County IT policies; analyze impact of County policy changes on IT operations.
- ❑ Maintain technical documentation and modifications of application software/operating systems to achieve platform stability.
- ❑ Research, evaluate and recommend new software and hardware technology products.
- ❑ Participate in the migration to Windows 2003 platform and active directory.
- ❑ Develop and maintain scripting environment to streamline technical processes.
- ❑ Coordinate with appropriate IT and business units when implementing technical changes.
- ❑ Prepare feasibility and cost-benefit analysis; write proposals and white papers.
- ❑ Act as lead on project-specific basis; using industry-standard IT project methodologies, identify project tasks, client contacts, team assignment or resources.
- ❑ Advise and recommend information system policies and use of technology.
- ❑ Assist in determining customer and staff training needs. Lead new user orientation training classes and "power-user" seminars. Assist in the development and maintenance of aforementioned training materials.
- ❑ Respond to on-call requests to provide support for service issues or failures at any time, as necessary.
- ❑ Act as queue manager for incident tracking system. Generate reports, assign resources as directed by supervisor.
- ❑ Support application-specific processes and functions.

QUALIFICATIONS:

- ❑ Successful candidates must possess an advanced knowledge of information systems, processes, techniques and computer technology principles. They must have demonstrated 5 to 7 years of experience in advanced knowledge and skill in the following technical areas:
 - Desktop operating systems and applications.
 - Server operation and configuration.
 - Networking operating systems, configurations and commands, network protocols.
 - Microsoft Active Directory, Windows NT, Windows 2003, Veritas Backup Software.
 - Local area networks and related systems, hardware and software installation and configuration, systems integration, and wide area network connectivity issues.
 - Data and system security systems, backup, disaster recovery and related processes.
 - Demonstrated ability in evaluating and integrating new technologies.
 - Skills in preparing purchase and technical bid specifications.
 - Skill to develop and monitor IT budget.
 - Skill in developing and managing timelines.
- ❑ Exceptional customer service skills.
- ❑ Demonstrated skill in handling multiple competing priorities.
- ❑ Skill in working on a team and with a variety of individuals from diverse backgrounds.
- ❑ Demonstrated skill in troubleshooting, analytical and problem solving skills.
- ❑ Excellent oral and written communication skills (i.e. technical writing, documentation, etc.)

DESIRABLE QUALIFICATIONS:

- ❑ Knowledge of other technology areas such as web design and applications, programming and scripting languages, or databases.
- ❑ CompTIA A+ Certified
- ❑ CompTIA Network+ Certified
- ❑ Microsoft Certified Professional (MCP)
- ❑ Microsoft Certified Systems Engineer (MCSE) (Windows 2003 track)
- ❑ Project management techniques and principles.

UNION MEMBERSHIP: This position is represented by Teamsters, Local 17 IT Employees.

CLASS CODE: 731802

SUPPLEMENTAL QUESTIONNAIRE:
LAN Administrator - Senior
Job Announcement: 05TS5648TLT

Provide a concise written response to each of the following questions. Print your name at the top of each page you submit.

- A. For each LAN administration position you've held, please supply the following information:
1. Name of organization, dates (months/years) of job and job title
 2. Approximate percent of time on the job spent in
 - a. LAN administration
 - b. Other responsibilities
 3. Number of LANs, number of work groups and number of work stations for which you were responsible.
 4. Names of network operating system/s you have worked on.
 5. Description of network and computer support work you performed (e.g., network design, set-up of file server, installation of hardware and software, troubleshooting of network wiring, back-up, desktop software support, security administration, network troubleshooting, etc.)
 6. Describe the level of supervision you were under in regard to your LAN administration duties; i.e., apprenticeship, consulted with lead or other advisor(s) on daily issues, consulted with lead/other advisor(s) on difficult problems, high level of independence, etc.
 7. The desktop software you provided support for.
 8. Please describe the level of interaction you've had with clients.
- B. Describe your experience in support of the MS Operating System.
- C. Please list network related training.
- D. List any LAN administration related certifications you have.
- E. List the desktop software for which you are able to provide application support at the proficient, intermediate, or advanced level (state which level).
- F. Describe your administrative skills such as inventory control, researching and purchasing equipment, record keeping, and asset management.